

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ORIGINAL
ARIZONA CORPORATION COMMI
UTILITY COMPLAINT FORM
RECEIVED



0000143518

Investigator: Tom Davis

2013 MAR 15 A 11:27

Priority: Respond Within Five Days

Opinion No. 2013 - 109494

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Date: 3/14/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Robert A. Last: Nowak

Account Name: Robert A. Nowak

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR

State: AZ Zip: 85139

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED*****W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312,
W-20446A-12-0314, W-01732A-12-0315 *****WATER/SEWER

The continuous goal to keep raising water and sewer prices is becoming unbearable. The country is in terrible financial condition and all that some entities want to do is shore up their pockets. Wages are going nowhere and people have to do more with less. They do not have a choice.

In every business there is always room to improve by eliminating waste, non-essentials and just running the company better. Has there been effort to look into this before asking for yet another rate increase.

The home I have in Maricopa is a second home for us, not for pleasure but as a means of safely protecting whatever assets we have left after the recent recession. We visit several times a year to upkeep the property. Which means we pay the full rate for water and sewer regardless if we use it or not. We have been carrying the freight of the expense of the sewer with almost nothing going down the sewer. Yet, there is no provision for crediting us for the lack of use. I understand that the utility still has to up keep the system. But do we have to keep getting hammered on the cost.

I meet many other people in this development every year at the facilities and they are in the same boat. Why can't you control costs?

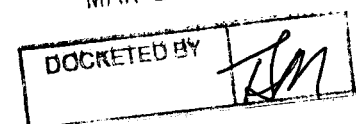
Robert & Nancy Nowak
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission
DOCKETED

MAR 15 2013



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

3/14/13 Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 3/14/2013

Opinion No. 2013 - 109494
